

Checkpoint Relational Effectiveness

What would you do in this situation?

- Response**
- First keep **calm**, it was just a word not a fact
 - Trying to understand why he say that to you, whhat has stimulated his anger to this point
 - Describing his reaction as **useless** and doesn't give any adding value to the discussed topic or the actual meeting
 - Affirming that this is so **harmful** (express disagree)
 - Suggest to discuss this out of the work meeting or ask if he have advices to be "competent" ?

Situation 2: Your colleague Emna is busy at work and cannot complete her tasks. She insists very much that you do one of her work tasks. It's 5:00 and you want to go home. It's been a very long and painful day. You're tired. You can't help her.

What would you do in this situation?

- Response**
- First, saying sorry to her
 - Explaing the reasons why you cannot stay today
 - Suggest that she can take a short break and continue or bring the work at her home or even she can speak directly to the boss requesting some more time to finish the work
 - Show your eagerness to help for tomorrow